



Data and Privacy File Guides

Apple Media Services: Fraud & Suspended Gift Cards

April 2025

File name Fraud & Suspended Gift Cards.csv

File description This file contains information about customer support cases where Apple Gift Card have been marked as fraud and/or suspended.

Why Apple keeps this information Apple retains this information in order to refund the unused portion of an Apple Gift Card pending investigation and to understand fraud and suspended accounts and cards.

Field Name	Details
Apple Account Number	Apple Account Number of the customer related to Apple Gift Card transaction
Cashout Amount	The amount refunded to the customer after the fraud investigation was resolved
Country	Identifier of the country where the Apple Gift Card was purchased
Fraud Indicator	The fraud status of the Apple Gift Card after the investigation
Gift Card Number	Identifier of the Apple Gift Card
Order Number	Order number associated with the transaction to refund the remaining amount on the Apple Gift Card to the customer
Support Activity Timestamp	The timestamp of an activity on the associated support case
Support Activity Type	If Apple Gift Card has been marked for suspend or fraud
Support Case Number	The identifier for the associated support case
Support Case Reason	The reason the support case was created
Suspend Indicator	Whether the Apple Gift Card was suspended for further fraud investigation